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News Release

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Share! New technology in the #Durham Emergency Communications Center allows for faster response to alarm company calls

Durham Emergency Communications Center Using New Technology to Answer Alarm Company Calls Faster

Durham One of Only 15 Centers Nationwide to Implement ASAP

DURHAM, N.C. – Thanks to recently installed technology in the [Durham Emergency Communications Center](#), police, fire and EMS emergency calls from alarm companies will now be received faster than ever.

This new technology, called [Automated Secure Alarm Protocol \(ASAP\)](#), eliminates the need for alarm companies to verbally provide information to a telecommunicator – enabling the call to go straight to a center's dispatch station and shaving valuable minutes off response times.

With Durham receiving approximately 30,000 calls annually from alarm company providers, this new technology not only removes call processing time, but also opens up emergency lines that were otherwise in use by telecommunicators taking verbal information from alarm companies.

According to Durham Emergency Communications Center Director [James Soukup](#), during an emergency even a few seconds can mean the difference between life and death, especially when the call involves an alarm. "In all emergencies, it is vital that a response is initiated as soon as possible," Soukup said. "I'm excited to bring this technology to Durham because I believe it will greatly enhance our center's ability to serve our residents."

The one-time cost to implement the ASAP technology was \$13,440. Soukup estimates the program will initially reduce annual call volumes by approximately 20,000 calls, and by more than 30,000 calls once all alarm companies participate in the program.

ASAP is a program of the [Central Station Alarm Association International \(CSAA\)](#), which is an internationally-recognized non-profit trade association that represents professional monitoring companies. There are nine alarm companies currently participating in their ASAP program, which include ADT, Vector Security, Affiliated Monitoring, Central Security, Guardian, Monitronics, Protect One, Rapid Response Monitoring, and Vivint. Residents and businesses with alarm monitoring services not listed above are urged to contact their alarm provider and ask them to participate in the ASAP program.

According to Bill Hobgood, public safety IT director with the City of Richmond, Va. and inventor of the ASAP technology who worked with CSAA to bring it to 9-1-1 centers nationwide, Durham residents and the Center will benefit from participation in the program. “The addition of the Durham Emergency Communications Center as the newest 9-1-1 center in North Carolina to implement the ASAP program is a welcome project milestone, and a win-win for the residents and businesses of Durham and the alarm industry,” said Hobgood. “It is exciting to see centers step up to take advantage of the benefits that ASAP technology has to offer while generating greater customer satisfaction. Durham is to be applauded.”

Currently, the Durham Emergency Communications Center is one of only 15 9-1-1 centers nationwide to use the ASAP program. Other communities include Morgan County, Ala.; Chandler, Ariz.; Tempe, Ariz.; Washington, District of Columbia; Boca Raton, Fla.; Cary, N.C.; Grand Prairie, Texas; Guilford County, N.C.; Denton County, Texas; Houston, Texas; Henrico County, Va.; James City-County, Va.; Richmond, Va.; and York County, Va.

For more information about the ASAP technology use in the Durham Emergency Communications Center, contact Soukup at (919) 560-4191 or by [email](#).

About the Durham Emergency Communications Center

The [Durham Emergency Communications Center](#) is the primary public safety answering point for the City and County of Durham. Guided by the City's [Strategic Plan](#), the Center helps to ensure that Durham is a safe and secure community by providing around-the-clock 911 access

and services to the residents and user agencies in and around Durham County. Services include, but are not limited to, emergency and non-emergency requests for assistance; dispatch of police, fire, and emergency medical services; other city/county support agencies; and other duties as required. The geographic service area encompasses 296 square miles with approximately 250,000 residents. The Center has earned the internationally recognized APCO Project 33 Certification from the [Association of Public Safety Communications Officials International, Inc.](#); Emergency Medical Dispatch Accreditation by the [National Academy of Emergency Medical Dispatch](#); and accreditation by the [Commission for Accreditation of Law Enforcement Agencies](#). The Center was the first, and currently, one of only three centers in the world to hold these three accreditations simultaneously. To learn more, visit the department's [Web page](#) or like on [Facebook](#).

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